



City of San Bruno

NOTICE TO RESIDENTIAL UTILITY CUSTOMERS

The rates for water and wastewater services increased on July 22, 2004, and are reflected on current utility bills.

Both water and wastewater rate increases are necessary to address the current and future capacity demands on each system.

WATER SERVICE

To encourage water conservation, a two-tiered rate structure was implemented in 2001 for single-family residential customers. In this tiered structure, single-family residential water customers consuming more than 18 units of water per billing cycle are charged a higher rate for each unit in excess of 18.

All residential customers are charged a monthly service charge based on meter size in addition to the charges for water consumption. Meters are read approximately every sixty days and display consumption in terms of units (1 unit is equivalent to 100 cubic feet or 750 gallons).

Monthly Service Charges

METER SIZE	3/4"	MONTHLY FEE	\$7.90
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Single-Family Residential Quantity Charge

UNITS CONSUMED	PRICE PER UNIT
0-18 units per billing period (two months)	\$2.75
Each unit in excess of 18 per billing period	\$3.72

Multi-Family Residential Quantity Charge

\$2.92 per unit

WASTEWATER SERVICE

Wastewater services are billed based on average water consumption during the winter months, which best approximates the amount of wastewater generated by a service location.

Customer accounts are divided east and west by Interstate 280 (I-280) to determine which months are used to calculate the winter average. For service locations west of I-280, the billings generated in January and March are the winter months. Winter months for service locations east of I-280 are the billings generated in February and April. Service location wastewater averages are calculated once per year and remain in effect for 12 months regardless of changes in consumption.

All residential customers are charged a minimum monthly service fee of \$9.89 and a wastewater average charge of \$3.04 per unit.

When reviewing wastewater charges remember that the amount billed is based on the previous winter's water consumption at a service location. If the service location experiences a leak during the winter months, the wastewater average will be overstated unless reported to the Finance Department within 30 days of the billing statement demonstrating the leak.

FINES AND PENALTIES

Residential customers are billed bi-monthly and payment is due in two equal installments, with any unpaid prior balance added to the first installment. The first payment is due 21 days following the billing date and the second installment is due 41 days following the billing date. The due dates for both installments are indicated on the bill. Failure to make payment by the due dates will cause the account to be delinquent and a penalty of \$10 or 10% of the outstanding balance, whichever is greater, will be assessed.

All delinquent accounts are subject to service termination. If an account is terminated, a \$90.00 reconnect fee will be assessed to the customer's account. To reestablish service, the entire past due balance, late penalties, and the \$90.00 reconnect fee must be paid in full.

Save time - sign up for Automatic Bill Pay. For more information, call (650) 616-7086.

Any attempt to re-establish water service, as evidenced by unauthorized water service or damage to the meter, or tampering with the meter to manipulate the meter's reading, is subject to a \$500 fine for meter tampering.

Customer accounts with checks returned for non-sufficient funds (NSF) will be assessed a \$25.00 fee for the first NSF check and \$35.00 for each additional NSF in addition to any delinquent and/or termination penalties that may be necessary as a consequence of the NSF.

This notification has been generated to inform residential customers of new rates effective July 22, 2004, as approved by the City Council. Not all City Council adopted rates or fees have been included in this notification, for more information please refer to the City's Master Fee Schedule available at www.sanbruno.ca.gov.

FOR QUESTIONS ...

For questions regarding water or wastewater services or fees, contact:

**City of San Bruno Finance
Department: (650) 616-7086**

For questions regarding garbage service or fees, contact:

**San Bruno Garbage Company:
(650) 583-8536**



Water Conservation

every drop counts!

Stop Leaks!

Is your water and money going down the drain? Homes can waste more than 10% due to hidden leaks. Many toilets leak without obvious indications of trouble. Another water waster can be leaks in your irrigation system. If you have an older irrigation system, over 50% of the water can be lost to leaks.

Replace your toilet, the largest water user in your home.

If your home was built before 1992 and the toilet has never been replaced, then you probably do not have a water efficient ULFT 1.6 gallon per flush toilet.

Replace your Clothes Washer, the second largest water user

Energy Star™ rated washers that also have a Water Factor at or lower than 9.5, use 35-50% less water and 50% less energy per load. The City offers a credit for certain water efficient clothes washer models - please call for details at (650) 616-7068.

Choose the Right Plants

Select plants that are appropriate for your local conditions. Consider a Xeriscape™ -- a more natural landscape for water conservation.

Water Only What Your Plants Need

Most gardening water is wasted by watering when your plants do not need it or by not maintaining the irrigation system.

For more information call (650) 616-7068 or visit our website at <http://sanbrunowater.ca.gov>.

**TOP 5 WAYS
TO SAVE WATER**